



### Preparing to do Translations:

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- ☐ 1. Contact the **Office of Public Health Strategy and Communications (OPHSC)** at for technical assistance and to obtain a list of qualified translators/agencies. All translation projects must be undertaken in consultation with the OPHSC.

### Steps in the Translation Process:

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- ☐ 1. Determine target audience, their language, ethnicity, reading level, and other factors. Refer to the Foreign Language Guide in the Translation Toolkit.
- ☐ 2. Develop a list of key health messages the document will convey.
- ☐ 3. Contact the OPHSC to coordinate development of materials.
- ☐ 4. Work with individuals from the identified language/ethnic group to ensure materials are appropriate.
- ☐ 5. Choose potential translators from the state wide contract.
- ☐ 6. Complete Translation Request Worksheet.
- ☐ 7. Obtain an itemized estimate in writing from the translator/agency to establish per word cost, turnaround time and project management fees, and to document any special instructions prior to assigning the project to the translator.
- ☐ 8. Develop a budget and time-line for translation completion.
- ☐ 9. Make arrangements to ensure translation will be proofread/edited by a second translator, either by requesting this service from the translation agency when obtaining a cost estimate or, if working with an individual translator, by selecting a second translator to perform proofreading/editing services.
- ☐ 10. Review key messages and technical terms with the translator and go over translation process.
- ☐ 11. Field-test the first draft of the translation with community providers, community residents, and/or DPH staff. When performing peer reviews, forward the In-house Translation Review Guidelines and Quality Assurance Form to the reviewer, along with the translation and the English originals.
- ☐ 12. Negotiate any changes or discrepancies, if needed, by utilizing DPH's glossaries at [www.mass.gov/dph/healthequity](http://www.mass.gov/dph/healthequity) or by contacting the OPHSC.
- ☐ 13. Make sure that the final translation document includes a reference, in English, to the document title and the language into which it has been translated. This will allow DPH staff and distributors to identify the language for distribution purposes.
- ☐ 14. Have final typeset copy proofread by translator before the document is printed.
- ☐ 15. Make a backup copy of final translation, design files, and fonts – especially foreign language fonts. Be sure to have alternative, accessible formats (e.g. PDF, .doc) for all documents that will be posted online.